

**Adult with Care Needs Did Not Attend /
Was Not Brought to a GP appointment**

At the time the Adult DNA appointment the responsible GP/Clinician will review their records undertaking an assessment of risk to their welfare of non-attendance at the appointment considering:

- Whether the person lacks capacity to attend appointments and consent to examination and treatment
- Does the person usually attend on their own or are they brought by a relative / carer?
- How does the person travel to the surgery?
- Previous non attendances, cancellations and rescheduling
- The reasons for non-attendance
- Potential and actual impact of non- attendance on the person's health and wellbeing
- Any Safeguarding Adult concerns (past and present)
- Any concerns with regards to the person's relative/s / carers which may impact on their ability to care (drug and alcohol misuse , domestic abuse , mental health concerns, chronic life limiting illness , and or learning disability)

GP/Clinician has no concerns about the person's welfare after reviewing the records:

- Document actions and assessment in records
- Ensure appropriate code present in adult's records re non-attendance at appointment
- Arrange a further appointment if it is in the medical interests of the person
- Write to the adult and/or relative / carers with the plan if appropriate.
- Discuss with Social Worker / Care manager, or any significant worker as required

GP/Clinician has concerns about the person's welfare after reviewing the records:

- Attempt to contact the adult and/or relative/carers by telephone to discuss concerns of non-attendance. Follow up any contact in writing as appropriate
- Arrange a further appointment if it is in the medical interests of the person
- Document assessment, concerns ,and actions in records and ensure appropriate codes are applied
- Liaise with the Social Worker / Care Manager or any significant worker as required
- Follow Safeguarding Adult policies and procedures if person is considered to be at risk of abuse or neglect / self-neglect significant harm or in need of support
- Assess at next review/prescription review and plan action